

This is a matter that is not confined by any boundaries that anyone can walk or point to; it is a matter that is global by its very nature!

Thanks to you and your staff members for making this avenue of communication available, it is much appreciated.

I'm writing today to anyone and everyone I can because while my situation will not have any impact the lack of affordable housing or cure cancer, it is an issue that is affecting me and my children at this time. Actually, after my above comments, my "problem" really does seem trivial but here goes! Please forgive the cut and paste process but as I said, I am "contact woman" today!

In this age of electronic entombment, I am experiencing great inconvenience due to a battle between AOL/Time Warner and Optimum OnLine, a "service" of Cablevision.

I pay approximately \$50 per month for my high speed internet connection at home. I have no choice really; Cablevision is the ONLY company offering this "service". My children can no longer communicate electronically with their Grandmother because she pays about 1/3 of our cost for her dial up service provided by AOL.

AOL rejects all email sent from any email address ending with or associated with optonline.net. It's interesting to note that AOL does NOT refuse any mail that I sent using a hotmail account. Hotmail is that free, anonymous vehicle for communication that is practically built on SPAM. I am pasting part of their PostMaster refusal below:

The original message was received at Tue, 16 Dec 2003 07:18:14 -0700  
from hicks150-66.optonline.net [167.206.150.66] (may be forged) The information presently available to AOL indicates this)

----- Transcript of session follows -----

... while talking to mailin-01.mx.aol.com.:  
<<< 554-(RLY:B1) The information presently available to AOL indicates this  
<<< 554-server is generating high volumes of member complaints from AOL's  
<<< 554-member base. Based on AOL's Unsolicited Bulk E-mail policy at  
<<< 554-http://www.aol.com/info/bulkemail.html AOL may not accept further  
<<< 554-e-mail transactions from this server or domain. For more information,

Due to the length of their message, I only cut and pasted the pertinent information.

I have contacted Cablevision and their response is "we are aware of the issue" but they offer no solution, no hope of resolution and no consolation. I cannot contact AOL because I am not a subscriber and therefore not entitled to customer support. I contacted News12 because they're supposedly interested in things that affect Long Islanders. Unfortunately since they are owned & operated by Rainbow News Media, a division of Cablevision, they have turned a (seemingly) blind eye to my communication. I have contacted Newsday for the same reason and since I haven't heard from them, I suspect they also have some relationship with the monopoly also known as Cablevision.

Where should I turn for help if not from the company who happily/greedily accepts my (exorbitant) payment each month? Please help in any way that you can. This is yet another example of corporate America stepping in the path of or on the fingers of the consumer. If AOL and Cablevision are at war, they should NOT be allowed to have an impact on the consumers. Typically, these companies get larger and larger and completely ignore the consumers who have caused their growth. That is to say that they ignore the consumer until such time as they (the company) decide to bestow upon us their will- good or bad, by which time, we have given up so much control that we have no choice but to comply. I'm not complying.

I need help and I don't even know where to get it!

Thank you for your time and any assistance/information you are able to provide.

Very truly yours with best wishes for the Holiday Season,

Patricia Armstrong